

## DEPUTY DIVISIONAL DIRECTOR – CLINICAL SUPPORT SERVICES (CLINICAL FOCUS)

INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.



# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

|                       |  |
|-----------------------|--|
| <b>Job Title</b>      | <b>Deputy Divisional Director - CSS (Clinical Focus)</b> |
| <b>Band</b>           | <b>8C (subject to agenda for change confirmation)</b>    |
| <b>Directorate</b>    | <b>Clinical Support Services</b>                         |
| <b>Accountable to</b> | <b>Divisional Director of CSS</b>                        |
| <b>DBS Required?</b>  | <b>Yes</b>   |

## JOB OVERVIEW

The post holder will act as Deputy Divisional Director of Operations, CSS and form part of the CSS leadership team. On behalf of the Divisional Director CSS, the postholder is responsible for coordinating and prioritising the effective and efficient delivery of highly complex clinical services, including new projects, across the Division and the management of operational business on a day-to-day basis, with a clear focus on meeting all necessary standards of safety, quality, and patient access within agreed resources. This will include responsibility for the achievement of the relevant key performance and access targets, contractual obligations including all regulatory standards with a clinical focus.

Working closely with the DDO for CSS, the Divisional Medical Director, Finance, Workforce, Estates, and other SaTH Divisional colleagues, the postholder's primary focus will be to support the Divisional Director of Operations together with a focus on the divisional ambitions and transformation plans aligned to the Divisional, Trust and System Objectives.

## Organisational Chart

See Appendix A for organisational chart.

## Communication and Key Working Relationships

- Communicate widely and effectively using various media; email, face-to-face, teams, telephone, in writing.
- Convey sensitive information, using sensitivity and diplomacy to deliver the message. Be able to articulate views both in small and large groups.
- Communicate difficult /unwanted messages to staff, patients and carers when required.

The post holder will communicate with the following groups:

- Directors and Board
- Divisional team(s)
- CSS Centres and other SaTH Divisions/Centres
- External organisations
- NHS Regulators
- Commissioning Teams
- Patient forums
- Departments and teams within the Trust
- STW and other partner organisations
- GPs
- Patients
- User groups
- External organisations, other Trusts, voluntary sector, charities

## Main Duties and Responsibilities

- Be responsible for the oversight of the Divisional operational performance and support the service development within the respective services within the Division. This will include responsibility for the achievement of the relevant key performance and access targets, contractual obligations including all regulatory standards.
- Ensure the Trust vision and values are part of everyday practice across the Division.
- Ensure with the Divisional Director strategic alignment across the organisation and particularly across the Divisions.
- Monitor and review business and service performance at all levels across all dimensions of care and delivery, reporting on performance directly to the Divisional Management Team, and instituting recovery plans and remedial action plans where necessary.
- Assist with the development and implementation of major delivery and transformation plans to affect the service strategy including those involving cross divisional and external partnership working, to support improved patient pathways.
- To oversee substantial budgets, significant numbers of staff and complex clinical operations.
- To assist in driving through the delivery of ambitious targets to continually improve performance within the Division.

- Support the Divisional strategy and ensure alignment with the Trust's overall strategy and Integrated Business Plan.
- Explore new and innovative business management strategies and clinical pathways to maximise the organisational efficiency, income and effectiveness of the Division.
- Develop and maintain effective working relationships with clinicians across the Trust to facilitate a patient safety approach to service developments and service improvements.
- Ensure patient safety, experience and clinical outcomes are central to service delivery.
- Challenge existing practices, ensuring that progressive solutions, which take into account models of best practice, are incorporated into service plans.
- Ensure that all income required to support delivery of the service is identified and that budgets are realistic.
- Work with Community, Social Care and Academic partners to ensure that delivery plans support the wider healthcare agenda including improvements in equality and access.
- Work closely with all Divisions, clinicians and support services in other parts of the Trust to ensure delivery plans are compatible and to maximise opportunities for more efficient ways of working.
- Support clinicians to deliver service improvement projects that deliver improved clinical outcomes for patients, reduced waiting times and more efficient use of resources ensuring the process for Quality Impact Assessment is embedded in practice.
- To have the oversight of all Divisional Business Cases and process and ensure effective, robust delivery into service provision.
- Responsible for the budgets across several service areas
- To ensure robust processes are embedded in the Division for oversight of Cost Improvement Programmes

### Communication and Relationship

- To establish effective two-way channels of communication within the Division at all levels.
- To foster a culture of openness and transparency at all levels within the Division and in partnership with other functions in the Trust.
- Establish excellent communication with other managers in the Trust and wider healthcare community to ensure that services are integrated.
- Regularly meet with clinical and non-clinical staff to ensure they remain engaged in the Trust's vision for delivering excellence in all we do.
- Ensure that good practice is rapidly shared within the Division and wider organisation where appropriate.
- Effectively manage communication with internal and external stakeholders consisting of highly complex, sensitive, and contentious information.

## Planning and Organisational

- In partnership with the Divisional Director, be responsible for the creation of long-term strategic plans for the Division, collaborating with service leads in the creation, to ensure engagement from the outset.
- To oversee the provision and delivery of high quality, efficient and effective services within the divisions and across the Trust meeting regulators relevant quality indicators for the Division.
- Participate in the development of capital schemes including planning and to lead the implementation of the operational elements of these schemes to the agreed objectives and timescales.
- Support the Directorates/Services to ensure each Directorate has clearly defined performance objectives supported by a management regime to deliver continuous improvement.
- Ensure that activity and other data is captured accurately and analysed in a timely manner enabling accurate forecasting trends and anticipating issues that could affect service delivery.
- Develop and implement effective reporting arrangements within the Directorate Management teams to accurately record and monitor performance against local and national targets and to pro-actively manage any variances.
- Provide regular reports on behalf of the Division with assurance that appropriate follow up actions will be completed. This will include significant report writing, data analysis and presentation of highly complex information to a wide range of key stakeholders, including Board members.

## Responsibility for Policy / Service Development

- Oversee that all required policies are in place and fit for purpose within the Division.

## Management Responsibility

- Promote a culture where governance and risk management are seen to be everyone's responsibility.
- Help ensure that appropriate and necessary Divisional resources are made available to describe and deliver an annual Governance Plan, including relevant clinical audit activity.
- Help ensure that patient safety is at the centre of Divisional planning, analysis and delivery.
- Ensure that services within the Division employ robust risk management and systems for clinical quality and safety improvement.
- Promote clinical information for benchmarking and audit to improve patient experience.
- Help develop and implement effective systems to record and monitor governance and risk information, and to provide reports to the Trust's Trust Management Executive, Quality
- Committee and Clinical Governance Committee as well as other appropriate Board sub committees.
- Ensure that systems are in place to deliver accurate and timely statutory information (e.g. Data Protection and Freedom of Information).



- To take overall responsibility for your direct reports, including recruitment, induction, appraisal, disciplinary, grievance and sickness management, and ensure that all within area of responsibility have clear roles, objectives, responsibilities and development plans.
- Regularly review the Divisions workforce plans to ensure it has the right numbers and the right level of knowledge skill and expertise skill to deliver services in the most effective and efficient way.
- Ensure that managers are supported to lead, motivate and develop staff.
- Ensure that managers have been trained in core HR policies such as Equality and Diversity
- Employment Relations, Recruitment, Management of Change, and are competent to deal with HR issues.
- Promote a culture where staff feel empowered and accountable for service improvement at local level.
- Work closely with clinicians and managers to ensure that services within the Division are providing optimum quality of care in line with national healthcare.
- Adhere to the NHS Code of Conduct for Managers.
- In the absence of the Divisional Director, respond to divisional business issues and deputise for them as required.

### Confidentiality and Security

Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients, or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

### Pandemic or Major Incident

In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

### Equal opportunities and Diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

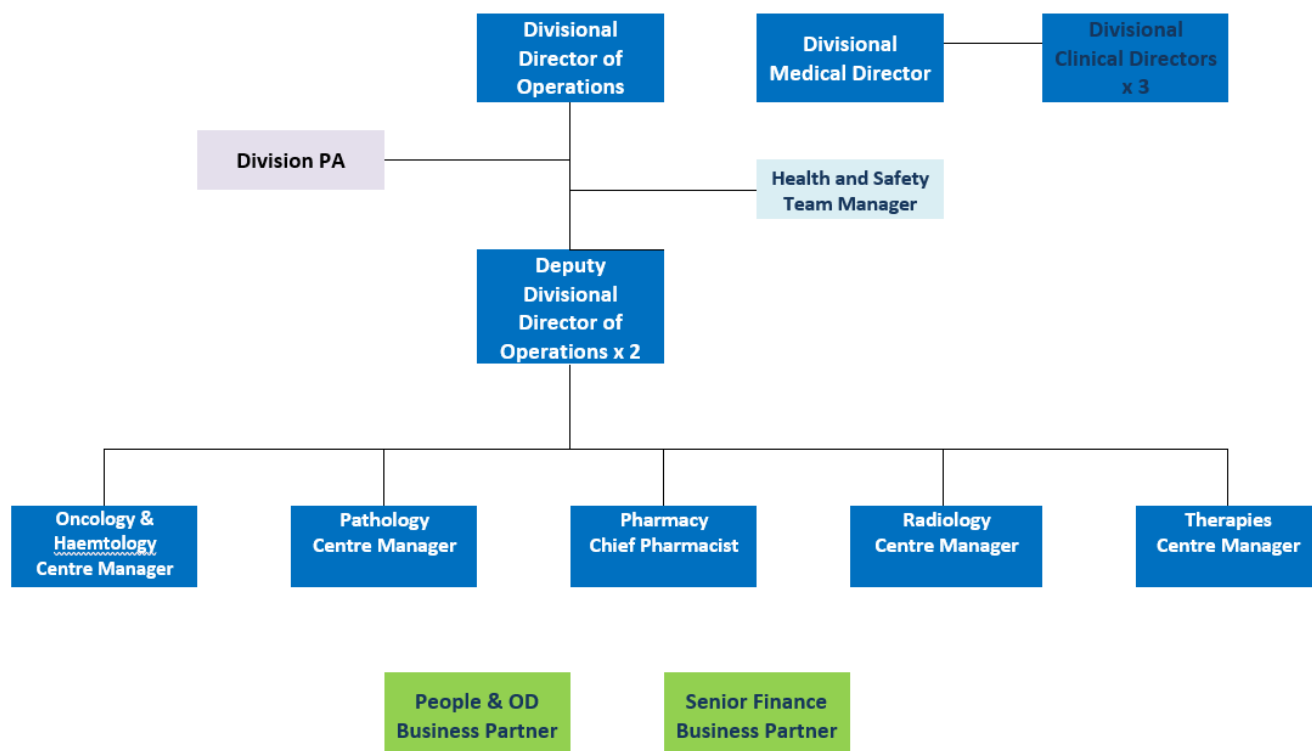
Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, or bully, or contribute to the discrimination, harassment or bullying of a colleague or

colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

#### Appendix A – Clinical Support Services Division Organisational Chart





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

| ESSENTIAL  | DESIRABLE   |
|--|---|
| <ul style="list-style-type: none"> <li>• Educated to Master's degree level or equivalent relevant senior management experience</li> <li>• Evidence of highly developed professional management development within relevant field of practice</li> <li>• Evidence of a commitment to continuous professional development</li> </ul> | <ul style="list-style-type: none"> <li>• Workforce planning/development/innovation</li> <li>• Healthcare Professional Qualification and registration</li> </ul> |

# EXPERIENCE AND KNOWLEDGE

| ESSENTIAL  | DESIRABLE   |
|--|---|
| <ul style="list-style-type: none"> <li>• Demonstrates SaTH values</li> <li>• Significant experience of working at a senior management or senior professional level (equivalent to Postgraduate Diploma) in the acute sector</li> <li>• Significant experience of managing clinical teams in a range of specialties</li> <li>• Evidence of effective design and management of patient flows and pathways</li> <li>• Experience of business strategy and planning</li> <li>• Experience of leading the implementation of service improvement including complex change management programmes</li> <li>• Experience of managing clinical and non clinical risk</li> <li>• Evidence of effective management of a complex and diverse workforce</li> <li>• Evidence of successful management of a significant budget</li> <li>• Track record of achieving service targets</li> <li>• Significant experience of leadership at a senior managerial level in operational and/or financial and strategic management, including exposure to Board.</li> </ul> | <ul style="list-style-type: none"> <li>• Able to facilitate workshops, meetings and engagement sessions</li> <li>• Demonstrable experience gained in a healthcare environment</li> <li>• Experience of encouraging diversity of thinking as a means to promote positive change and fostering commonality</li> </ul> |



|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Significant experience of coordinating projects in challenging complex environments</li> <li>• Understanding of NHS business and financial regimes</li> <li>• Specialist knowledge, skills and experience in workforce development and innovation.</li> <li>• Comprehensive knowledge of current practice and health policy requirements</li> <li>• Knowledge of quality improvement tools and methodology</li> </ul> |  |
|--|--|

## SKILLS

| ESSENTIAL   | DESIRABLE |
|---|-----------|
| <ul style="list-style-type: none"> <li>• Ability to present complex and detailed data sets to set out key pieces of programme information that effectively communicate performance and assurance information to a range of stakeholders, including Trust board</li> <li>• Ability to influence a range of staff groups/professions to deliver objectives and targets</li> <li>• Excellent negotiating skills</li> <li>• Advanced decision-making skills</li> <li>• Ability to manage significant risk</li> <li>• Ability to manage a complex budget</li> <li>• Ability to analyse complex and sometimes conflicting information in order to resolve issues</li> <li>• Ability to manage a very demanding workload, diligently and successfully delivering activities accurately, and on time</li> <li>• The ability to work constructively and collaboratively with clinicians and divisional management teams</li> </ul> |           |

## OTHER

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"><li>• Ability to travel across the health community as required</li><li>• Ability to fulfil the requirements of the Trust's on-call rota</li><li>• Actively promote a culture whereby patients, staff, visitors and colleagues are treated with compassion, respect and dignity; lead by example</li><li>• Actively promote ethnic diversity</li></ul> |           |

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

# SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

# CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.



Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



Proud to have signed  
The Pregnancy  
Loss Pledge





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital